Enterprise Incident Report May 2012

As of 6/4/2012

Transportation

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Transportation	Application Development	Clifford Tomlinson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	5 0	0 0	5 0
		Martin Gonzalez	0 0	5 5	0 0	5 5
		Paul Lundell	1 0	10 0	0 0	11 0
		Tony Larsen	0 0	6 0	0 0	6 0
		Assigned to Individual Total	1 0	27 5	0 0	28 5
	Campus Networking	Jordy Davis	0 0	1 0	0 0	1 0
		Tim King	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0

Transportation

			High	Low	Medium	FCR Total
Transportation	Capitol Hosting	Conn Peterson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	3 3	0 0	3 3
		Eileen Dubach	0 0	5 4	0 0	5 4
		James Stearns	0 0	4 4	0 0	4 4
		Julie VanBeekum	0 0	2 2	0 0	2 2
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	9 9	0 0	9 9
		Assigned to Individual Total	0 0	24 22	0 0	24 22
	Metro A Help Desk	Liz Evans	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Metro C Help Desk	Diane Christensen	0 0	20 20	0 0	20 20
		Karen Gross	0 0	23 20	0 0	23 20
		Ross Owen	0 0	1 1	0 0	1 1

Transportation

			High	Low	Medium	FCR Total
Transportation	Metro C Help Desk	Assigned to Individual Total	0 0	44 41	0 0	44 41
	Metro C Hosting	Adam Sorensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C West Desktop Support	Bill Hall	0 0	3 2	0 0	3 2
		Cody Flanders	0 0	2 0	0 0	2 0
		Hal Wold	0 0	4 2	0 0	4 2
		Jeff Bench	0 0	40 40	0 0	40 40
		Mike Larsen	1 0	38 29	1 0	40 29
		Shane Squire	0 0	11 3	0 0	11 3
		Shellie Ramsay	0 0	5 4	0 0	5 4
		Assigned to Individual Total	1 0	103 80	1 0	105 80
	PCHELPS Gmail	Chris Olson	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Rural Central Desktop Support	Gerald Adams	0 0	1 1	0 0	1 1

Enterprise Incident Report May 2012

As of **6/4/2012**

Transportation

			High	Low	Medium	FCR Total
Transportation	Rural Central Desktop Support	Jessica Purcell	0 0	1 0	0 0	1 0
		Randy Graham	0 0	32 30	0 0	32 30
		Richard Packer	0 0	14 9	0 0	14 9
		Todd Hardy	0 0	6 6	0 0	6 6
		Assigned to Individual Total	0 0	54 46	0 0	54 46
	Rural North Desktop Support	Robert Stock	0 0	20 16	0 0	20 16
		Rodney Peterson	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	22 16	0 0	22 16
	Rural South Desktop Support	Doug Chaston	0 0	16 16	0 0	16 16
		Joel Finlinson	0 0	71 69	0 0	71 69
		Lance Nay	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	88 86	0 0	88 86
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	8 3	0 0	8 3

Enterprise Incident Report May 2012
As of 6/4/2012

Transportation

			High	Low	Medium	FCR Total
Transportation	Voice Operations	Assigned to Individual Total	0 0	10 3	0 0	10 3
	Assigned Group Total		2 0	380 301	1 0	383 301
Customer Company Total			2 0	380 301	1 0	383 301

Transportation

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response			
			High	Low	Medium	MIR Total
Transportation	Application Development	Clifford Tomlinson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	5 0	0 0	5 0
		Martin Gonzalez	0 0	5 0	0 0	5 0
		Paul Lundell	1 0	10 0	0 0	11 0
		Tony Larsen	0 0	6 1	0 0	6 1
		Assigned to Individual Total	1 0	27 1	0 0	28 1
	Campus Networking	Jordy Davis	0 0	1 1	0 0	1 1
		Tim King	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	3 2	0 0	3 2

Enterprise Incident Report May 2012

As of 6/4/2012

Transportation

			High	Low	Medium	MIR Total
Transportation	Capitol Hosting	Conn Peterson	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Help Desk	Brenda Treadway	0 0	3 0	0 0	3 0
		Eileen Dubach	0 0	5 0	0 0	5 0
		James Stearns	0 0	4 0	0 0	4 0
		Julie VanBeekum	0 0	2 0	0 0	2 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	24 0	0 0	24 0
	Metro A Help Desk	Liz Evans	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Help Desk	Diane Christensen	0 0	20 0	0 0	20 0
		Karen Gross	0 0	23 0	0 0	23 0
		Ross Owen	0 0	1 0	0 0	1 0

Transportation

			High	Low	Medium	MIR Total
Transportation	Metro C Help Desk	Assigned to Individual Total	0 0	44 0	0 0	44 0
	Metro C Hosting	Adam Sorensen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Metro C West Desktop Support	Bill Hall	0 0	3 0	0 0	3 0
		Cody Flanders	0 0	2 0	0 0	2 0
		Hal Wold	0 0	4 0	0 0	4 0
		Jeff Bench	0 0	40 0	0 0	40 0
		Mike Larsen	1 0	38 0	1 0	40 0
		Shane Squire	0 0	11 1	0 0	11 1
		Shellie Ramsay	0 0	5 0	0 0	5 0
		Assigned to Individual Total	1 0	103 1	1 0	105 1
	PCHELPS Gmail	Chris Olson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural Central Desktop Support	Gerald Adams	0 0	1 0	0 0	1 0

Transportation

			High	Low	Medium	MIR Total
Transportation	Rural Central Desktop Support	Jessica Purcell	0 0	1 0	0 0	1 0
		Randy Graham	0 0	32 0	0 0	32 0
		Richard Packer	0 0	14 0	0 0	14 0
		Todd Hardy	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	54 0	0 0	54 0
	Rural North Desktop Support	Robert Stock	0 0	20 0	0 0	20 0
		Rodney Peterson	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	22 1	0 0	22 1
	Rural South Desktop Support	Doug Chaston	0 0	16 0	0 0	16 0
		Joel Finlinson	0 0	71 0	0 0	71 0
		Lance Nay	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	88 0	0 0	88 0
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	8 0	0 0	8 0

Enterprise Incident Report May 2012
As of 6/4/2012

Transportation

			High	Low	Medium	MIR Total
Transportation	Voice Operations	**Assigned to Individual Total**	0 0	10 0	0 0	10 0
	Assigned Group Total		2 0	380 7	1 0	383 7
Customer Company Total			2 0	380 7	1 0	383 7

Transportation

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Transportation	Application Development	Clifford Tomlinson	0 0.00	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total	0 0.00	1 0.18	0 0.00	1 0.18
	Application Services	Danielle Hood	0 0.00	1 0.00	0 0.00	1 0.00
		Dustin Crump	0 0.00	5 0.31	0 0.00	5 0.31
		Martin Gonzalez	0 0.00	5 0.26	0 0.00	5 0.26
		Paul Lundell	1 0.10	10 0.29	0 0.00	11 0.27
		Tony Larsen	0 0.00	6 0.58	0 0.00	6 0.58
		Assigned to Individual Total	1 0.10	27 0.34	0 0.00	28 0.33
	Campus Networking	Jordy Davis	0 0.00	1 1.37	0 0.00	1 1.37
		Tim King	0 0.00	2 1.01	0 0.00	2 1.01
		Assigned to Individual Total	0 0.00	3 1.13	0 0.00	3 1.13

Enterprise Incident Report May 2012

As of 6/4/2012

Transportation

			High	Low	Medium	ATTIR Total
Transportation	Capitol Hosting	Conn Peterson	0 0.00	1 1.89	0 0.00	1 1.89
		Assigned to Individual Total	0 0.00	1 1.89	0 0.00	1 1.89
	Help Desk	Brenda Treadway	0 0.00	3 0.21	0 0.00	3 0.21
		Eileen Dubach	0 0.00	5 0.28	0 0.00	5 0.28
		James Stearns	0 0.00	4 0.00	0 0.00	4 0.00
		Julie VanBeekum	0 0.00	2 0.00	0 0.00	2 0.00
		Sarah Johnson	0 0.00	1 0.33	0 0.00	1 0.33
		Vicky Marrelli	0 0.00	9 0.01	0 0.00	9 0.01
		Assigned to Individual Total	0 0.00	24 0.10	0 0.00	24 0.10
	Metro A Help Desk	Liz Evans	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Diane Christensen	0 0.00	20 0.06	0 0.00	20 0.06
		Karen Gross	0 0.00	23 0.06	0 0.00	23 0.06
		Ross Owen	0 0.00	1 0.00	0 0.00	1 0.00

Transportation

			High	Low	Medium	ATTIR Total
Transportation	Metro C Help Desk	Assigned to Individual Total	0 0.00	44 0.06	0 0.00	44 0.06
	Metro C Hosting	Adam Sorensen	0 0.00	1 1.27	0 0.00	1 1.27
		Assigned to Individual Total	0 0.00	1 1.27	0 0.00	1 1.27
	Metro C West Desktop Support	Bill Hall	0 0.00	3 0.00	0 0.00	3 0.00
		Cody Flanders	0 0.00	2 0.11	0 0.00	2 0.11
		Hal Wold	0 0.00	4 0.06	0 0.00	4 0.06
		Jeff Bench	0 0.00	40 0.00	0 0.00	40 0.00
		Mike Larsen	1 0.03	38 0.05	1 0.00	40 0.05
		Shane Squire	0 0.00	11 0.15	0 0.00	11 0.15
		Shellie Ramsay	0 0.00	5 0.02	0 0.00	5 0.02
		Assigned to Individual Total	1 0.03	103 0.04	1 0.00	105 0.04
	PCHELPS Gmail	Chris Olson	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Rural Central Desktop Support	Gerald Adams	0 0.00	1 0.00	0 0.00	1 0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Transportation

			High	Low	Medium	ATTIR Total
Transportation	Rural Central Desktop Support	Jessica Purcell	0 0.00	1 0.00	0 0.00	1 0.00
		Randy Graham	0 0.00	32 0.04	0 0.00	32 0.04
		Richard Packer	0 0.00	14 0.13	0 0.00	14 0.13
		Todd Hardy	0 0.00	6 0.02	0 0.00	6 0.02
		Assigned to Individual Total	0 0.00	54 0.06	0 0.00	54 0.06
	Rural North Desktop Support	Robert Stock	0 0.00	20 0.05	0 0.00	20 0.05
		Rodney Peterson	0 0.00	2 1.48	0 0.00	2 1.48
		Assigned to Individual Total	0 0.00	22 0.18	0 0.00	22 0.18
	Rural South Desktop Support	Doug Chaston	0 0.00	16 0.00	0 0.00	16 0.00
		Joel Finlinson	0 0.00	71 0.00	0 0.00	71 0.00
		Lance Nay	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	88 0.00	0 0.00	88 0.00
	Voice Operations	Gail Christiansen	0 0.00	2 0.30	0 0.00	2 0.30
		Romanza Hamblin Sorensen	0 0.00	8 0.29	0 0.00	8 0.29

Enterprise Incident Report May 2012

As of 6/4/2012

Transportation

			High	Low	Medium	ATTIR Total
Transportation	Voice Operations	**Assigned to Individual Total**	0 0.00	10 0.30	0 0.00	10 0.30
	Assigned Group Total		2 0.06	380 0.09	1 0.00	383 0.09
Customer Company Total			2 0.06	380 0.09	1 0.00	383 0.09

Enterprise Incident Report May 2012

As of 6/4/2012

Transportation

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Transportation	Application Development	Clifford Tomlinson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	5 0	0 0	5 0
		Martin Gonzalez	0 0	5 1	0 0	5 1
		Paul Lundell	1 0	10 0	0 0	11 0
		Tony Larsen	0 0	6 0	0 0	6 0
		Assigned to Individual Total	1 0	27 1	0 0	28 1
	Campus Networking	Jordy Davis	0 0	1 1	0 0	1 1
		Tim King	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 1	0 0	3 1

Transportation

			High	Low	Medium	MR Total
Transportation	Capitol Hosting	Conn Peterson	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Help Desk	Brenda Treadway	0 0	3 0	0 0	3 0
		Eileen Dubach	0 0	5 0	0 0	5 0
		James Stearns	0 0	4 0	0 0	4 0
		Julie VanBeekum	0 0	2 0	0 0	2 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	24 0	0 0	24 0
	Metro A Help Desk	Liz Evans	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Help Desk	Diane Christensen	0 0	20 2	0 0	20 2
		Karen Gross	0 0	23 0	0 0	23 0
		Ross Owen	0 0	1 0	0 0	1 0

Enterprise Incident Report May 2012
As of 6/4/2012

Transportation

			High	Low	Medium	MR Total
Transportation	Metro C Help Desk	Assigned to Individual Total	0 0	44 2	0 0	44 2
	Metro C Hosting	Adam Sorensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C West Desktop Support	Bill Hall	0 0	3 0	0 0	3 0
		Cody Flanders	0 0	2 0	0 0	2 0
		Hal Wold	0 0	4 0	0 0	4 0
		Jeff Bench	0 0	40 2	0 0	40 2
		Mike Larsen	1 0	38 0	1 0	40 0
		Shane Squire	0 0	11 2	0 0	11 2
		Shellie Ramsay	0 0	5 0	0 0	5 0
		Assigned to Individual Total	1 0	103 4	1 0	105 4
	PCHELPS Gmail	Chris Olson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural Central Desktop Support	Gerald Adams	0 0	1 0	0 0	1 0

Enterprise Incident Report May 2012
As of 6/4/2012

Transportation

			High	Low	Medium	MR Total
Transportation	Rural Central Desktop Support	Jessica Purcell	0 0	1 0	0 0	1 0
		Randy Graham	0 0	32 1	0 0	32 1
		Richard Packer	0 0	14 0	0 0	14 0
		Todd Hardy	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	54 1	0 0	54 1
	Rural North Desktop Support	Robert Stock	0 0	20 1	0 0	20 1
		Rodney Peterson	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	22 1	0 0	22 1
	Rural South Desktop Support	Doug Chaston	0 0	16 0	0 0	16 0
		Joel Finlinson	0 0	71 0	0 0	71 0
		Lance Nay	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	88 0	0 0	88 0
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	8 0	0 0	8 0

Enterprise Incident Report May 2012
As of 6/4/2012

Transportation

			High	Low	Medium	MR Total
Transportation	Voice Operations	**Assigned to Individual Total**	0 0	10 0	0 0	10 0
	Assigned Group Total		2 0	380 11	1 0	383 11
Customer Company Total			2 0	380 11	1 0	383 11

Transportation

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Transportation	Application Development	Clifford Tomlinson	0 0.00	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total	0 0.00	1 0.18	0 0.00	1 0.18
	Application Services	Danielle Hood	0 0.00	1 0.00	0 0.00	1 0.00
		Dustin Crump	0 0.00	5 1.79	0 0.00	5 1.79
		Martin Gonzalez	0 0.00	5 2.68	0 0.00	5 2.68
		Paul Lundell	1 0.10	10 0.29	0 0.00	11 0.27
		Tony Larsen	0 0.00	6 0.93	0 0.00	6 0.93
		Assigned to Individual Total	1 0.10	27 1.14	0 0.00	28 1.10
	Campus Networking	Jordy Davis	0 0.00	1 6.48	0 0.00	1 6.48
		Tim King	0 0.00	2 1.40	0 0.00	2 1.40
		Assigned to Individual Total	0 0.00	3 3.09	0 0.00	3 3.09

Transportation

			High	Low	Medium	ATTR Total
Transportation	Capitol Hosting	Conn Peterson	0 0.00	1 8.16	0 0.00	1 8.16
		Assigned to Individual Total	0 0.00	1 8.16	0 0.00	1 8.16
	Help Desk	Brenda Treadway	0 0.00	3 0.44	0 0.00	3 0.44
		Eileen Dubach	0 0.00	5 0.30	0 0.00	5 0.30
		James Stearns	0 0.00	4 0.00	0 0.00	4 0.00
		Julie VanBeekum	0 0.00	2 0.00	0 0.00	2 0.00
		Sarah Johnson	0 0.00	1 2.19	0 0.00	1 2.19
		Vicky Marrelli	0 0.00	9 0.14	0 0.00	9 0.14
		Assigned to Individual Total	0 0.00	24 0.26	0 0.00	24 0.26
	Metro A Help Desk	Liz Evans	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Diane Christensen	0 0.00	20 1.04	0 0.00	20 1.04
		Karen Gross	0 0.00	23 0.10	0 0.00	23 0.10
		Ross Owen	0 0.00	1 0.00	0 0.00	1 0.00

Transportation

			High	Low	Medium	ATTR Total
Transportation	Metro C Help Desk	Assigned to Individual Total	0 / 0.00	44 / 0.52	0 / 0.00	44 / 0.52
	Metro C Hosting	Adam Sorensen	0 / 0.00	1 / 1.27	0 / 0.00	1 / 1.27
		Assigned to Individual Total	0 / 0.00	1 / 1.27	0 / 0.00	1 / 1.27
	Metro C West Desktop Support	Bill Hall	0 / 0.00	3 / 3.19	0 / 0.00	3 / 3.19
		Cody Flanders	0 / 0.00	2 / 1.29	0 / 0.00	2 / 1.29
		Hal Wold	0 / 0.00	4 / 0.91	0 / 0.00	4 / 0.91
		Jeff Bench	0 / 0.00	40 / 1.58	0 / 0.00	40 / 1.58
		Mike Larsen	1 / 0.42	38 / 0.23	1 / 0.38	40 / 0.24
		Shane Squire	0 / 0.00	11 / 2.22	0 / 0.00	11 / 2.22
		Shellie Ramsay	0 / 0.00	5 / 0.02	0 / 0.00	5 / 0.02
		Assigned to Individual Total	1 / 0.42	103 / 1.09	1 / 0.38	105 / 1.08
	PCHELPS Gmail	Chris Olson	0 / 0.00	1 / 3.19	0 / 0.00	1 / 3.19
		Assigned to Individual Total	0 / 0.00	1 / 3.19	0 / 0.00	1 / 3.19
	Rural Central Desktop Support	Gerald Adams	0 / 0.00	1 / 0.37	0 / 0.00	1 / 0.37

Enterprise Incident Report May 2012

As of 6/4/2012

Transportation

			High	Low	Medium	ATTR Total
Transportation	Rural Central Desktop Support	Jessica Purcell	0 0.00	1 0.26	0 0.00	1 0.26
		Randy Graham	0 0.00	32 0.26	0 0.00	32 0.26
		Richard Packer	0 0.00	14 1.16	0 0.00	14 1.16
		Todd Hardy	0 0.00	6 2.35	0 0.00	6 2.35
		Assigned to Individual Total	0 0.00	54 0.72	0 0.00	54 0.72
	Rural North Desktop Support	Robert Stock	0 0.00	20 2.33	0 0.00	20 2.33
		Rodney Peterson	0 0.00	2 2.96	0 0.00	2 2.96
		Assigned to Individual Total	0 0.00	22 2.36	0 0.00	22 2.36
	Rural South Desktop Support	Doug Chaston	0 0.00	16 0.00	0 0.00	16 0.00
		Joel Finlinson	0 0.00	71 0.00	0 0.00	71 0.00
		Lance Nay	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	88 0.00	0 0.00	88 0.00
	Voice Operations	Gail Christiansen	0 0.00	2 0.30	0 0.00	2 0.30
		Romanza Hamblin Sorensen	0 0.00	8 0.59	0 0.00	8 0.59

Enterprise Incident Report May 2012
As of 6/4/2012

Transportation

			High	Low	Medium	ATTR Total
Transportation	Voice Operations	**Assigned to Individual Total**	0 0.00	10 0.53	0 0.00	10 0.53
	Assigned Group Total		2 0.26	380 0.76	1 0.38	383 0.76
Customer Company Total			2 0.26	380 0.76	1 0.38	383 0.76

Transportation

Detail

INC000000432431	John Higgins	None	None	None		TIR Missed:	Yes	1.37
Campus Networking	Jordy Davis	Transportation	Low	Resolved		TTR Missed:	Yes	6.48
INC000000483750	Bruce Robison	Application	None	PGP		TIR Missed:	Yes	2.96
Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed		TTR Missed:	No	2.96
INC000000486247	Julie Lewis	None	None	None		TIR Missed:	No	0.00
Application Services	Tony Larsen	Transportation	Low	Closed		TTR Missed:	No	0.50
INC000000486247	Julie Lewis	None	None	None		TIR Missed:	No	0.25
Application Services	Tony Larsen	Transportation	Low	Closed		TTR Missed:	No	0.50
INC000000500196	Jim Phillips	Application	None	Novell GroupWise		TIR Missed:	Yes	1.68
Application Services	Tony Larsen	Transportation	Low	Resolved		TTR Missed:	No	1.68
INC000000501391	Jim Phillips	Application	None	Novell GroupWise		TIR Missed:	No	0.78
Application Services	Tony Larsen	Transportation	Low	Closed		TTR Missed:	No	0.79
INC000000503191	Patti Charles	Application	Password	Utah Master Directory		TIR Missed:	No	0.30
Help Desk	Eileen Dubach	Transportation	Low	Closed		TTR Missed:	No	0.30
INC000000503401	Richard Clarke	Application	Error	None		TIR Missed:	No	0.00
Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed		TTR Missed:	No	1.92
INC000000505323	Cory Pope	PC/Laptop	Performance	None		TIR Missed:	No	0.26
Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed		TTR Missed:	No	1.86
INC000000505427	Joseph Eggleston	None	None	None		TIR Missed:	No	0.00
Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed		TTR Missed:	No	
INC000000506077	Karen Wright	Network	Performance	None		TIR Missed:	No	0.97
Campus Networking	Tim King	Transportation	Low	Closed		TTR Missed:	No	1.75
INC000000506165	Alan K Morley	Application	Password	Utah Master Directory		TIR Missed:	No	0.00
Help Desk	James Stearns	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000506968	James Baird	Application	None	Novell GroupWise 32-bit Windo	TIR Missed:	No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000507108	Jim Phillips	Application	None	Novell GroupWise		TIR Missed:	No	0.54
Application Services	Tony Larsen	Transportation	Low	Closed		TTR Missed:	No	1.83
INC000000507265	John A Walker	None	None	None		TIR Missed:	No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000507273	Douglas Carty	Application	Error	None		TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved		TTR Missed:	No	2.01

Transportation

INC000000507439	Glenn Schulte	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000507614	Susan Petty	Telecom	None	Telephone	TIR Missed: No	0.34
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	0.43
INC000000507638	Ron Wicks	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	1.11
INC000000507657	Karen Yoast	Application	Password	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	
INC000000507703	Kimberly O'Reilly	Application	None	Novell GroupWise	TIR Missed: No	0.39
	Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	0.39
INC000000507705	Jim Higbee	Application	None	Novell GroupWise	TIR Missed: No	0.38
	Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	0.38
INC000000507710	Jim Phillips	Application	None	Novell GroupWise	TIR Missed: No	0.34
	Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	0.34
INC000000507713	David Benard	Application	None	Novell GroupWise	TIR Missed: No	0.32
	Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	0.32
INC000000507717	Leslie M Peterson	Application	None	Novell GroupWise	TIR Missed: No	0.30
	Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	0.30
INC000000507718	Jolene Ottley	Application	None	Novell GroupWise	TIR Missed: No	0.29
	Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	0.29
INC000000507721	Dan Kuhn	Application	None	Novell GroupWise	TIR Missed: No	0.28
	Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	0.28
INC000000507723	Dale Debenham	Application	None	Novell GroupWise	TIR Missed: No	0.26
	Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	0.26
INC000000507729	Denis Stuhff	Application	None	Novell GroupWise	TIR Missed: No	0.20
	Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	0.20
INC000000507736	Ron Parks	Application	None	Novell GroupWise	TIR Missed: No	0.11
	Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	0.11
INC000000507740	Diane Josie	Application	None	Novell GroupWise	TIR Missed: No	0.10
	Application Services	Paul Lundell	Transportation	High	Closed	TTR Missed: No	0.10
INC000000507749	Geoffrey Dupaix	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	2.49
INC000000507770	Tracie Montano	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation								

INC000000507822	Richard C Clark	None	None	None		TIR Missed:	No	0.23
Metro C Help Desk	Diane Christensen	Transportation	Low	Closed		TTR Missed:	No	0.23
INC000000507870	Stan Adams	None	None	None		TIR Missed:	No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Closed		TTR Missed:	No	0.80
INC000000507873	Ronald Williams	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000507876	Gar Odonnell	PC/Laptop	Error	None		TIR Missed:	No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000507881	Nazee Treweek	None	None	None		TIR Missed:	No	0.02
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed		TTR Missed:	No	0.02
INC000000507887	Scott Niemeyer	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000507892	Jerry Timmons	PC/Laptop	Error	None		TIR Missed:	No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000507895	Daniel Betts	PC/Laptop	Error	None		TIR Missed:	No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000507897	Craig Keith	None	None	None		TIR Missed:	No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000507904	Allen Mafileo	PC/Laptop	Error	None		TIR Missed:	No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000507909	Alicia Stinson	None	None	Novell GroupWise		TIR Missed:	No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000508014	David Fadling	Server	Performance	None		TIR Missed:	Yes	1.27
Metro C Hosting	Adam Sorensen	Transportation	Low	Closed		TTR Missed:	No	1.27
INC000000508047	Eric Chaston	None	None	None		TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed		TTR Missed:	No	1.42
INC000000508068	Nena Woodmansee	Application	Error	Operations Management Syster	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000508080	Barry Sawsak	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000508098	Arty Johnson	Application	Reporting	Novell GroupWise		TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed:	No	0.00
INC000000508107	Steve Bonner	Network	Error	Active Directory		TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed:	No	0.00

Transportation

INC000000508181	John A Walker	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000508183	Gary Connor	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000508302	Ryan Orton	Application	Error	Internet Explorer	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000508305	Sheila Fry-Higgins	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000508458	Paul Garske	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000508463	Jon Ogden	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	1.09
INC000000508528	Paul Garske	Application	Password	Employee Gateway	TIR Missed: No	0.23
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.78
INC000000508656	Jon Hardman	None	None	Project Development Business !	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000508659	Erick Shosted	Storage	Virtual Machine	None	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000508661	Miles Evans	None	None	Project Development Business !	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.05
INC000000508961	Mark Ford	Application	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000508965	Bryan Woolstenhulme	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000508967	Kim Bowen	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000509011	Lynda Seckletstewa	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000509031	Pat Lowe	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000509034	Darren Vincent	Network	Incident	Active Directory	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000509037	Wade Ramsay	Network	Incident	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000509061	Brandon Weight	None	None	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000509134	Shane Barr	Application	Error	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed: No		5.90
INC000000509148	Dale Sellers	Network	Password	None		TIR Missed: No		0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000509355	Dustin Wall	Mobile Devices	Error	iPhone		TIR Missed: No		0.18
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: No		0.79
INC000000509392	Tracey Mulder	Application	None	Internet Explorer		TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000509446	Cindy Wright	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000509501	Patti Barton	Application	None	None		TIR Missed: No		0.00
	Help Desk	Eileen Dubach	Transportation	Low	Closed	TTR Missed: No		0.09
INC000000509529	Daniel Adams	Network	None	Cisco AnyConnect VPN Client		TIR Missed: Yes		1.05
	Campus Networking	Tim King	Transportation	Low	Closed	TTR Missed: No		1.05
INC000000509653	Craig DeRose	Application	Error	Adobe Acrobat		TIR Missed: No		0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No		0.79
INC000000509671	Terry Jacobson	PC/Laptop	Error	Microsoft Windows XP Professi	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000509680	Bill Townsend	Network	Incident	Active Directory		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000509728	James McDonald	Application	None	Microsoft Windows XP Professi	TIR Missed: No		0.02
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No		0.55
INC000000509777	John Guymon Guymon	Network	Error	Novell eDirectory		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000509778	Leonard Heaps	Network	Password	IManager		TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000509787	Darren Vincent	Network	Password	Novell eDirectory		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000509801	Lester John	Application	Error	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000509814	Benjamin Maughan	Network	Error	Active Directory		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00

Transportation

Incident	Name	Type	Category	Service		TIR Missed		Value
INC000000509832	Leslie Cassidy	Application	Reporting	Gmail		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000509842	Karen Stein	PC/Laptop	None	None		TIR Missed: No		0.48
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No		0.65
INC000000509880	Robert Brown	Network	Password	None		TIR Missed: No		0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000509934	Travis Allred	Network	Password	Novell GroupWise 32-bit Window	TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000509943	Daniel Allred	Application	Error	Project Development Business	TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000509955	Randy Obray	Application	Error	Project Development Business	TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000510022	Paul Kikuchi	None	None	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No		0.40
INC000000510023	Nicolas Virgen	Application	None	Gmail		TIR Missed: No		0.00
	PCHELPS Gmail	Chris Olson	Transportation	Low	Closed	TTR Missed: No		3.19
INC000000510026	Larry Ivie	Application	Error	None		TIR Missed: No		0.00
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000510028	Tracie Montano	Network	Error	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No		0.39
INC000000510041	Gary Williams	Application	Reporting	ProjectWise		TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Medium	Closed	TTR Missed: No		0.38
INC000000510074	Kory Iman	Application	Password	None		TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000510163	David Fadling	Server	Error	None		TIR Missed: No		0.62
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No		0.62
INC000000510167	Alan Harvey	Application	Password	Utah Master Directory		TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000510229	Susan Parker	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000510247	Mike Hanni	Application	None	Novell GroupWise		TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000510389	Michelle Verucchi	Application	None	Novell GroupWise		TIR Missed: No		0.24
	Application Services	Tony Larsen	Transportation	Low	Closed	TTR Missed: No		0.24

Transportation

INC000000510396	David Burton	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000510397	Cheri Guertler	Network	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000510634	Gena Nielson	EIS Hardware	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: Yes	7.65
INC000000510707	Kathryn Larsen	Telecom	Voice Mail	Telephone	TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	0.97
INC000000510808	Eric Cheng	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000510812	Codee Raymond	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	5.07
INC000000510840	Ryan Rankin	Network	Virus	None	TIR Missed: No	0.69
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	1.89
INC000000510845	Homa Shabestari	Application	None	Microsoft Windows 7	TIR Missed: No	0.10
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.10
INC000000510868	Dan Kuhn	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000510881	Kim Bowen	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	4.57
INC000000510889	Ree Schena	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000510914	kurt kiesel	PC/Laptop	Password	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000510934	Robert Nash	Application	None	Microsoft Office Professional 20	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000510960	Ryan Orton	Network	Password	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000510994	Michael J Evans	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000511027	Jason henley	Application	None	Microsoft Excel	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000511070	Elizabeth Giraud	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.20

Transportation

INC000000511107	Dottie Weese	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000511110	Darrell Roberts	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000511112	David Krommenhoek	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000511124	Michael Stuart	PC/Laptop	Password	Novell ConsoleOne		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000511126	Gary Lamoreaux	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000511202	Stephenie Johnson	Application	None	Gmail		TIR Missed: No	0.48
Application Services	Martin Gonzalez	Transportation	Low	Resolved		TTR Missed: No	0.50
INC000000511259	Tyrel Crofts	Application	Password	Employee Gateway		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000511260	Alan Peterson	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Transportation	Low	Closed		TTR Missed: No	2.32
INC000000511261	Curtis Sanchez	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Transportation	Low	Closed		TTR Missed: No	2.29
INC000000511301	Ray Bentley	Application	Error	ProjectWise		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000511302	Nikki DeNiro	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000511350	Errik Ovard	Application	Password	ProjectWise		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000511352	Ivan Hartle	Mobile Devices	Error	Novell GroupWise 32-bit Window	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000511432	Cheri Guertler	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000511437	Mike Miles	Application	Error	Mozilla Firefox		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000511465	Daryl Lewis	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000511467	Tyrel Crofts	Network	Password	MicrosoftWindows Operating Sy	TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed		TTR Missed: No	0.00

Transportation

INC000000511472	Donna Beagley	None	None	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000511507	Sheila Fry-Higgins	Application	Error	My Healthy Utah	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000511558	Jeff Ericson	None	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000511737	Nathan Stones	Application	Error	None	TIR Missed:	No	0.10
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.11
INC000000511796	Abiy Geleta	None	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: Yes	6.07
INC000000511800	Brandon Klenk	None	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: Yes	7.15
INC000000511849	David L Jean II	PC/Laptop	Password	Utah Highway Patrol Mobile App	TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Transportation	Low	Closed	TTR Missed: No	0.37
INC000000511937	Kristi Nye	Telecom	None	Telephone	TIR Missed:	No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	0.28
INC000000512028	Sam Neumeier	Telecom	None	None	TIR Missed:	No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Resolved	TTR Missed: No	0.39
INC000000512045	Mike Miles	Network	Password	Novell ConsoleOne	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000512131	Jackie Nosack	None	None	None	TIR Missed:	No	0.06
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	1.45
INC000000512251	Matt Rink	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000512453	Randy Obray	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000512484	Mike Seng	None	None	None	TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000512547	Clark Allen	PC/Laptop	Error	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.45
INC000000512753	Patti Barton	None	None	None	TIR Missed:	Yes	1.89
	Capitol Hosting	Conn Peterson	Transportation	Low	Closed	TTR Missed: Yes	8.16
INC000000512883	Brady Roberts	Application	Password	Utah Master Directory	TIR Missed:	No	0.69
	Help Desk	Eileen Dubach	Transportation	Low	Closed	TTR Missed: No	0.69

Transportation

INC000000512893	Patty Jones	Application	Error	None		TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation		Low	Resolved	TTR Missed:	No	1.02
INC000000512901	Jolene Sexton	Application	None	None		TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation		Low	Resolved	TTR Missed:	No	0.97
INC000000512903	Cindy Ingram	Application	None	None		TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation		Low	Resolved	TTR Missed:	No	0.95
INC000000512910	Patty Jones	Network	Password	Utah Master Directory		TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation		Low	Resolved	TTR Missed:	No	0.91
INC000000512914	Steven Niebergall	Network	Error	Active Directory		TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation		Low	Resolved	TTR Missed:	No	0.90
INC000000512928	Steven Niebergall	Network	Error	Active Directory		TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation		Low	Resolved	TTR Missed:	No	0.80
INC000000512938	J Tucker Doak	PC/Laptop	Virus	None		TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation		Low	Resolved	TTR Missed:	No	0.73
INC000000512962	Steven Niebergall	Application	Error	Microsoft Office		TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation		Low	Resolved	TTR Missed:	No	0.43
INC000000512976	Adam Dayhoff	Network	Error	None		TIR Missed:	No	0.00
Rural Central Desktop Support	Richard Packer	Transportation		Low	Closed	TTR Missed:	No	0.40
INC000000512986	Alex Fisher	PC/Laptop	None	None		TIR Missed:	No	0.00
Metro C West Desktop Support	Shellie Ramsay	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000513113	Marsha Chaston	Application	Error	Adobe Acrobat		TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000513122	Fred Talker	Network	Password	IManager		TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000513204	Vaughn Guymon	None	None	None		TIR Missed:	No	0.00
Rural South Desktop Support	Doug Chaston	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000513232	Ken Berg	None	None	None		TIR Missed:	No	0.00
Metro C Help Desk	Diane Christensen	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000513255	Mark Daniels	None	None	None		TIR Missed:	No	0.00
Metro C Help Desk	Diane Christensen	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000513270	Michael Bishop	Application	Error	Utah Performance Management	TIR Missed:	No	0.00
Help Desk	James Stearns	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000513287	Jared Dastrup	Application	Error	Project Development Business !	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed:	No	0.00

Transportation

INC000000513298	Clancy Black	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Closed		TTR Missed: No	0.35
INC000000513383	Ritchie Taylor	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000513384	Teresa Johnson	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000513385	Jason E Davis	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed		TTR Missed: No	0.52
INC000000513391	Juan Lovato	Application	Error	electronic Project Management		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000513455	Susan Austin	Network	Password	IManager		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000513547	Leslie M Peterson	None	None	None		TIR Missed: No	0.02
Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed		TTR Missed: No	0.82
INC000000513553	Ritchie Taylor	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000513578	Boyd Pickering	Application	Error	MicroStation		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000513590	Donna Beagley	Application	Error	Internet Explorer		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000513685	Randy Obray	Application	Error	Project Development Business	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved		TTR Missed: No	
INC000000513753	Edward Layton	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed		TTR Missed: No	3.34
INC000000513845	Ervan Rhoades	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Transportation	Low	Closed		TTR Missed: No	
INC000000513918	James McDonald	PC/Laptop	Password	None		TIR Missed: No	0.50
Metro C Help Desk	Diane Christensen	Transportation	Low	Closed		TTR Missed: No	3.37
INC000000513983	Barbara Adams	Telecom	Voice Mail	Telephone		TIR Missed: No	0.20
Voice Operations	Gail Christiansen	Transportation	Low	Closed		TTR Missed: No	0.20
INC000000513995	Brandon Klenk	Telecom	Voice Mail	Telephone		TIR Missed: No	0.40
Voice Operations	Gail Christiansen	Transportation	Low	Closed		TTR Missed: No	0.40
INC000000514110	Stan Burns	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed		TTR Missed: No	0.00

Transportation

INC000000514149	Brandon Klenk	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000514156	Kelly Andrew	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed:	No	0.67
Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed:	No	4.66
INC000000514324	Randy Obray	Application	Error	Project Development Business $	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000514329	Joe Lee	Application	Error	Project Development Business $	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000514331	Daryl Lewis	Application	Error	Project Development Business $	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000514333	Daryl Lewis	Application	Error	electronic Project Management	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000514406	DC Warnock	Application	Reporting	Project Development Business $	TIR Missed:	No	0.56
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed:	No	0.56
INC000000514528	Fred Talker	Application	Password	electronic Project Management	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000514638	Tony Lau	Telecom	None	Telephone	TIR Missed:	No	0.15
Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed:	No	0.27
INC000000514844	Mike Miles	Application	Error	electronic Project Management	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000514851	Cindy Wright	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000514874	Kathy Ryan	Application	None	None	TIR Missed:	No	0.00
Rural South Desktop Support	Lance Nay	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000514943	Donna McNew	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed:	No	0.15
INC000000515130	Tim Ularich	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000515150	Ritchie Taylor	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000515151	Marc Sutton	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000515153	Teresa Johnson	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	0.00

Transportation

INC000000515190	Alex Fisher	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	3.30
INC000000515192	Trina Griffith	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	3.30
INC000000515238	Lance Courtier	Application	Password	Utah Master Directory		TIR Missed: No	0.58
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.84
INC000000515343	Brandon Cloward	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000515349	Denis Stuhff	Application	None	Microsoft Windows 7		TIR Missed: No	0.22
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed: No	1.07
INC000000515509	Mike White	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	3.48
INC000000515753	Bill Hansen	Application	Password	Utah Master Directory		TIR Missed: No	0.06
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.36
INC000000515764	Brandon McKinlay	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000515839	Vincent Liu	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.36
INC000000515843	Stacy Frandsen	Application	Error	Gmail		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Transportation	Low	Closed	TTR Missed: Yes	9.01
INC000000515920	Ken Berg	Application	Error	Utah Master Directory		TIR Missed: No	0.43
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: Yes	6.34
INC000000516019	Alex Fisher	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	2.97
INC000000516082	Jill Tabish	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	2.63
INC000000516110	PK Mohanty	Application	Error	Novell GroupWise		TIR Missed: No	0.77
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.77
INC000000516118	Devin Routson	Telecom	Dial Tone	None		TIR Missed: No	0.59
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	0.59
INC000000516207	Randy Obray	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000516227	Fred Talker	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000516356	Matt Zwemke	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Transportation	Low	Closed	TTR Missed: No	4.95
INC000000516394	Fred Talker	Application	Error	electronic Project Management	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000516399	Chuck Abeyta	Network	Password	IManager	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000516441	Phil Fryberger	Network	Password	None	TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.13
INC000000516451	Alan McEwan	PC/Laptop	Password	Novell GroupWise 32-bit Windov	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.76
INC000000516524	Don Kilgrow	Application	Password	Utah Master Directory	TIR Missed: No	0.38
Help Desk	Eileen Dubach	Transportation	Low	Closed	TTR Missed: No	0.38
INC000000516531	Ashley Berg	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000516634	Karl Schmidt	Application	Password	Utah Master Directory	TIR Missed: No	0.06
Help Desk	Eileen Dubach	Transportation	Low	Closed	TTR Missed: No	0.06
INC000000516669	Karl Schmidt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000516682	Amanda Holm	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000516692	Eric Chaston	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000516697	Gaye Babcock	Network	Incident	Active Directory	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000516812	Anita Grover	Telecom	Feature	Telephone	TIR Missed: No	0.64
Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	1.32
INC000000516859	John Fullmer	Network	Password	None	TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000516913	Ryan Nuesmeyer	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	4.74
INC000000517110	Paul Kikuchi	Application	None	Mozilla Firefox	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000517229	Aaron Watson	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

| INC000000517272 | Lisa Anderson | Print/Copy/Scan/Fax | Incident | Project Development Business $ | TIR Missed: | No | 0.00 |
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000517378 | Shawn Davis | Print/Copy/Scan/Fax | Incident | None | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Todd Hardy | Transportation | Low | Closed | TTR Missed: | No | 1.77 |

| INC000000517380 | Shawn Davis | None | None | None | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Todd Hardy | Transportation | Low | Closed | TTR Missed: | No | 1.77 |

| INC000000517742 | Mary Watson | Application | None | Gmail | TIR Missed: | No | 0.13 |
| Application Services | Martin Gonzalez | Transportation | Low | Closed | TTR Missed: | No | 0.56 |

| INC000000517955 | Jesse Glidden | Mobile Devices | None | Droid | TIR Missed: | No | 0.33 |
| Help Desk | Sarah Johnson | Transportation | Low | Resolved | TTR Missed: | No | 2.19 |

| INC000000517997 | Donna Beagley | Application | Error | Microsoft Office XP Professiona | TIR Missed: | No | 0.00 |
| Rural South Desktop Support | Joel Finlinson | Transportation | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000518041 | Jerry Arnold | Application | None | Microsoft Windows XP Professic | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Karen Gross | Transportation | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000518161 | Rodney Williams | PC/Laptop | Hardware | None | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000518170 | Justin Schellenberg | Application | Reporting | Novell GroupWise | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000518171 | Spencer Glazner | PC/Laptop | Performance | None | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Richard Packer | Transportation | Low | Closed | TTR Missed: | No | 3.01 |

| INC000000518172 | PK Mohanty | Application | Error | Novell GroupWise | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Richard Packer | Transportation | Low | Closed | TTR Missed: | No | 0.38 |

| INC000000518189 | Matt Parker | Network | Error | None | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000518223 | Heather Bonham | PC/Laptop | Performance | None | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Randy Graham | Transportation | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000518234 | Becki Simmons | None | None | None | TIR Missed: | No | 0.00 |
| Metro C West Desktop Support | Jeff Bench | Transportation | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000518236 | Janice Billeter | None | None | None | TIR Missed: | No | 0.00 |
| Metro C West Desktop Support | Jeff Bench | Transportation | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000518237 | Glen Clark | None | None | None | TIR Missed: | No | 0.00 |
| Metro C West Desktop Support | Jeff Bench | Transportation | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000518241 | Lane Murphy | None | None | None | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Diane Christensen | Transportation | Low | Closed | TTR Missed: | No | 0.00 |

Transportation

INC000000518244	Doug Malone	Application	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000518253	Adam Lough	Network	Performance	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000518265	Arty Johnson	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000518285	Tonia Lou Wall	Application	Error	Data Warehouse		TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000518317	Alan L Nielsen	Application	None	Novell GroupWise		TIR Missed:	No	0.97
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed:	No	0.97
INC000000518499	John Njord	Mobile Devices	Error	iPhone		TIR Missed:	No	0.03
	Metro C West Desktop Support	Mike Larsen	Transportation	High	Closed	TTR Missed:	No	0.42
INC000000518534	Jenneth Hampton	Application	None	Internet Explorer		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000518537	Catherine Higgins	PC/Laptop	Performance	None		TIR Missed:	No	0.48
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed:	No	5.21
INC000000518638	Ahmad Jaber	Application	None	Internet Explorer		TIR Missed:	No	0.04
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed:	Yes	12.39
INC000000518642	Becky Bradshaw	Application	None	Microsoft Windows XP Professic	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000518736	Ileene Grundy	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000518741	Mindy Nelson	PC/Laptop	Hardware	None		TIR Missed:	No	0.50
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed:	No	0.50
INC000000518846	Amanda Holm	PC/Laptop	None	None		TIR Missed:	No	0.74
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed:	No	0.74
INC000000518889	Kent Sylvester	Network	Password	IManager		TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000518998	Richard Shelley	None	None	None		TIR Missed:	No	0.00
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000519043	Weston Wilde	Application	Password	PGP		TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Resolved	TTR Missed:	No	
INC000000519128	Leslie M Peterson	None	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Resolved	TTR Missed:	No	1.77

Transportation

INC000000519131	Weston Wilde	Application	Password	PGP		TIR Missed: No	0.25
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	0.35
INC000000519310	Teresa Johnson	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	4.53
INC000000519313	Edward Layton	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000519318	Phillip Peterson	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000519364	Allen Bennett	Application	Password	Utah Master Directory		TIR Missed: No	0.04
	Help Desk	Brenda Treadway	Transportation	Low	Resolved	TTR Missed: No	0.04
INC000000519390	Asia Alvord	None	None	None		TIR Missed: No	0.15
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	1.41
INC000000519404	Marsha Chaston	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000519519	Janice Tremaine	Application	Error	Acrobat Reader		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	4.40
INC000000519522	Janice Tremaine	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	4.80
INC000000519526	Janice Tremaine	Application	Error	Project Development Business !	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	4.79
INC000000519541	Dan Kuhn	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000519543	Eric Cheng	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000519616	Todd Richins	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	4.34
INC000000519783	Richard Shelley	Application	None	Novell GroupWise		TIR Missed: No	0.71
	Application Services	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: No	2.35
INC000000519869	Ahmad Jaber	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000519877	Lynn Bernhard	Application	None	None		TIR Missed: No	0.18
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Resolved	TTR Missed: No	1.24
INC000000519889	Sean Hale	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

Incident	Name	Category	Type	System	TIR Missed		Value
INC000000519918	Tracy Kirkham	Application	Error	Microsoft Windows 7	TIR Missed: No		0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000520044	Stan Johnson	None	None	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000520077	Jerry Arnold	Application	Error	Gmail	TIR Missed: No		0.00
	Application Services	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: No	0.98
INC000000520098	Devin Monroe	Application	Error	None	TIR Missed: No		0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000520136	Shauna Bergen	Network	Performance	None	TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000520153	James Chandler	Application	Error	Project Development Business S	TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000520174	John Fullmer	Network	Password	None	TIR Missed: No		0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000520177	Chet Naser	Network	Password	Utah Master Directory	TIR Missed: No		0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: Yes	6.07
INC000000520201	James Chandler	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000520240	Jereme Fullmer	Application	Error	None	TIR Missed: No		0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	5.52
INC000000520245	David Townsend	PC/Laptop	Hardware	Microsoft Windows XP Professic	TIR Missed: No		0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	5.50
INC000000520263	Jay Cummings	Network	Performance	None	TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000520482	Ivan Hartle	Mobile Devices	Error	Microsoft Windows 7	TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000520577	Robert Giolas	None	None	Novell GroupWise	TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.21
INC000000520582	Daniel Betts	PC/Laptop	Error	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.15
INC000000520590	Darrell Roberts	None	None	PGP	TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000520593	John Montoya	None	None	Droid	TIR Missed: No		0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000520595	Bailey Toolson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000520628	Cindy Wright	Application	Error	Novell GroupWise 32-bit Windo	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000520631	Sue Recupero	Telecom	None	Telephone		TIR Missed: No	0.24
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Resolved	TTR Missed: No	0.44
INC000000520682	Dan Hunt	PC/Laptop	Hardware	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000520690	Randy Obray	Application	Error	Project Development Business	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000520703	Waco Lund	PC/Laptop	Error	Microsoft Windows XP Professi	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000520735	Mike Seng	Application	Error	ProjectWise		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000520872	Lance Courtier	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professi	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000520919	Steven Nielsen	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000520934	Jeremy Covington	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000520945	Nazee Treweek	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000521045	Kevon Ogden	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	4.83
INC000000521192	Rex Harris	Application	Error	Microsoft Project		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	3.11
INC000000521248	Bill Mecham	Application	Error	ProjectWise		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000521320	Brent Hadfield	PC/Laptop	Password	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000521360	Andrea Gonzales	Application	Error	Utah Performance Management	TIR Missed: No	0.18
	Application Development	Clifford Tomlinson	Transportation	Low	Resolved	TTR Missed: No	0.18
INC000000521447	Linda Stewart	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000521517	Eric Chaston	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000521735	Brent Wallwork	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000521738	Lenee Trujillo	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000521743	John Guymon	Application	Reporting	ProjectWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000521745	Gary A Gibbs	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000521748	Bill Townsend	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000521752	Denise Poole	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000521760	John Guymon	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000521763	Wade Ramsay	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000521767	Chad Allinson	Application	Error	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000521786	Mike Miles	Network	Password	IManager		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000521912	Richard Glem	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000521917	Teri Gaus	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000521939	Paula Magnuson	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000521942	Bryan Hansgen	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000521948	Marci Brunson	Telecom	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000522007	Randy Obray	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000522237	Joni Hoaglin	Mobile Devices	None	None		TIR Missed:	No	0.43
Application Services		Dustin Crump	Transportation	Low	Resolved	TTR Missed:	No	1.06
INC000000522242	Denise Poole	PC/Laptop	Performance	None		TIR Missed:	No	0.00
Rural Central Desktop Support		Richard Packer	Transportation	Low	Resolved	TTR Missed:	No	1.23
INC000000522391	Julie Anderson	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro C Help Desk		Diane Christensen	Transportation	Low	Resolved	TTR Missed:	No	1.31
INC000000522410	Susan Jensen	PC/Laptop	Hardware	Microsoft Windows XP Professic		TIR Missed:	No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000522439	Bryan Blood	Application	Error	Novell GroupWise 32-bit Windov		TIR Missed:	No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000522476	Kimberly O'Reilly	None	None	None		TIR Missed:	No	0.00
Metro C Help Desk		Diane Christensen	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000522501	Weston Wilde	None	None	None		TIR Missed:	No	0.00
Metro C West Desktop Support		Jeff Bench	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000522578	Leslie M Peterson	None	None	None		TIR Missed:	No	0.00
Metro C Help Desk		Diane Christensen	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000522604	Clint Chaston	PC/Laptop	Hardware	Microsoft Windows 7		TIR Missed:	No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000522694	Michelle Verucchi	None	None	None		TIR Missed:	No	0.06
Metro C West Desktop Support		Mike Larsen	Transportation	Low	Resolved	TTR Missed:	No	0.06
INC000000522994	Chad Sheppick	None	None	None		TIR Missed:	No	0.00
Metro C Help Desk		Diane Christensen	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000523078	Becky Hjelm	Application	Password	State Payroll Time Entry System		TIR Missed:	No	0.00
Help Desk		Vicky Marrelli	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000523136	Shane Barr	Application	Error	None		TIR Missed:	No	0.00
Rural Central Desktop Support		Todd Hardy	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000523298	Darrell Roberts	None	None	PGP		TIR Missed:	No	0.00
Metro C West Desktop Support		Mike Larsen	Transportation	Low	Resolved	TTR Missed:	No	1.11
INC000000523327	Travis Beckstead	Application	None	Novell GroupWise 32-bit Windov		TIR Missed:	No	0.00
Rural North Desktop Support		Robert Stock	Transportation	Low	Resolved	TTR Missed:	No	1.14
INC000000523330	Jason Stimpson	Application	None	Microsoft Windows XP Professic		TIR Missed:	No	0.00
Rural North Desktop Support		Robert Stock	Transportation	Low	Resolved	TTR Missed:	No	1.16
INC000000523378	Jeremiah Crook	None	None	None		TIR Missed:	No	0.03
Metro C West Desktop Support		Cody Flanders	Transportation	Low	Resolved	TTR Missed:	No	1.35

Transportation

INC000000523423	Chet Naser	Network	Password	Project Development Business S	TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	0.40
INC000000523484	Jeremiah Crook	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000523537	Barbara Adams	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000524037	Teresa Johnson	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000524196	Raymond S Meldrum	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000524232	Lester John	Application	Reporting	PGP	TIR Missed: No	0.67
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: Yes	7.81
INC000000524259	Kevin Lambeth	Application	Password	PGP	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000524277	David N Peterson	Network	Password	Utah Master Directory	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000524289	Kathy Vansickle	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000524409	Eric Hansen	Application	Error	Gmail	TIR Missed: No	0.20
Application Services	Dustin Crump	Transportation	Low	Resolved	TTR Missed: No	1.42
INC000000524458	PK Mohanty	None	None	None	TIR Missed: No	0.08
Application Services	Dustin Crump	Transportation	Low	Resolved	TTR Missed: No	1.04
INC000000524465	Jessie Mellor	Application	Error	SAP Frontend	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000524487	Ivan Hartle	Network	Incident	None	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000524749	Sharren Trump	None	None	None	TIR Missed: No	0.09
Rural Central Desktop Support	Todd Hardy	Transportation	Low	Resolved	TTR Missed: No	2.71
INC000000524865	Brandon Cloward	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000524953	Jack Mason	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000525025	Brett Slater	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Transportation	Low	Resolved	TTR Missed: No	0.93

Transportation

INC000000525049	Graig Ogden	Application	Error	Gmail		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000525159	Richard C Clark	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000525170	Kyle Slack	Application	Error	None		TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000525231	Catherine Higgins	Application	Error	Internet Explorer		TIR Missed: Yes	1.24
Metro C West Desktop Support	Shane Squire	Transportation		Low	Resolved	TTR Missed: Yes	7.23
INC000000525290	Brent Beach	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000525332	Clayton Wilson	Network	Error	IManager		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000525611	Steven Clark	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Shellie Ramsay	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000525638	A J Rogers	Mobile Devices	Error	Novell GroupWise 32-bit Windo		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000525644	David N Peterson	PC/Laptop	Password	Microsoft Windows XP Professic		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000525750	Mike Garcia	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation		Low	Resolved	TTR Missed: No	0.00